

AUS920030326US1

10/606,683

## LISTING of CLAIMS

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Claims 1 – 3 (canceled without prejudice)

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Claim 4 (currently amended) Apparatus for improving user satisfaction with an automated computer system, wherein said automated computer system comprises a Web browser with access to at least a Web site, comprising:

means for prompting a user to indicate language usage pattern preferences, said prompting means including means for presenting to said user a plurality of passages, each utilizing a different personal pronoun;

means for analyzing user indicated preferences;

means for creating a user profile;

means for storing results of said analyzing step in said user profile; and

means for modifying subsequent presentations to said user to reflect said stored user indicated language usage pattern preferences.

Claims 5 – 6 (canceled)

Claim 7 (currently amended) The apparatus of claim 6 4 wherein:

said means for storing includes means for saving user pronoun choice; and

said means for modifying includes means for assuring subject and verb agreement.

Claims 8 -9 (canceled)

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Claim 10 (currently amended) A computer readable medium encoded with a program capable of being executed by a computer for improving user satisfaction with computer driven automated interactive systems, said computer driven automated interactive systems including an automated telephonic response system with means for voice recognition and generation, comprising:

means for prompting a user to indicate language usage pattern preferences, said means comprising means for presenting to said user a plurality of passages, each utilizing a different personal pronoun combination;

means for analyzing user indicated preferences;

means, responsive to said means for analyzing, for creating a user profile;

means for storing results of said analyzing step in said user profile; and

means for modifying subsequent presentations to said user to reflect said stored user indicated language usage pattern preferences.

Claims 11-12 (canceled without prejudice)

Claims 13 -14 (canceled)

Claim 15 (currently amended) The computer program of claim 14 10 wherein:

said means for storing includes means for saving user pronoun combination choice; and

said means for modifying includes means for assuring subject and verb agreement.